

MedStar Hospitals 10/18/2012

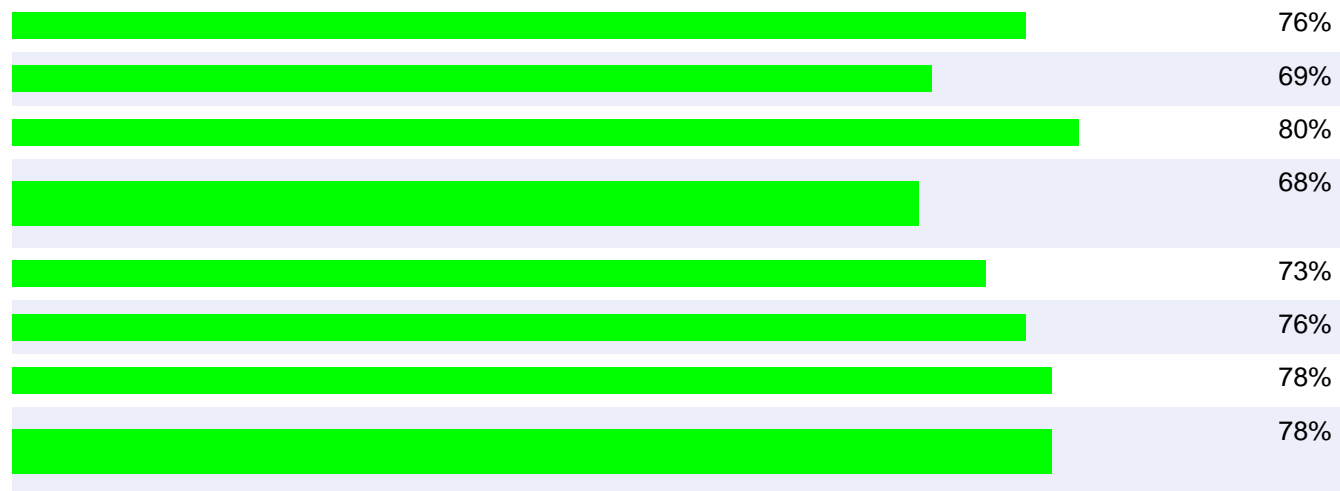
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Name	State
GEORGETOWN UNIVERSITY HOSPITAL	DC
WASHINGTON HOSPITAL CENTER	DC
MEDSTAR SAINT MARY'S HOSPITAL	MD
MEDSTAR MONTGOMERY MEDICAL CENTER	MD
MEDSTAR HARBOR HOSPITAL	MD
MEDSTAR UNION MEMORIAL HOSPITAL	MD
MEDSTAR GOOD SAMARITAN HOSPITAL	MD
MEDSTAR FRANKLIN SQUARE MEDICAL CENTER	MD

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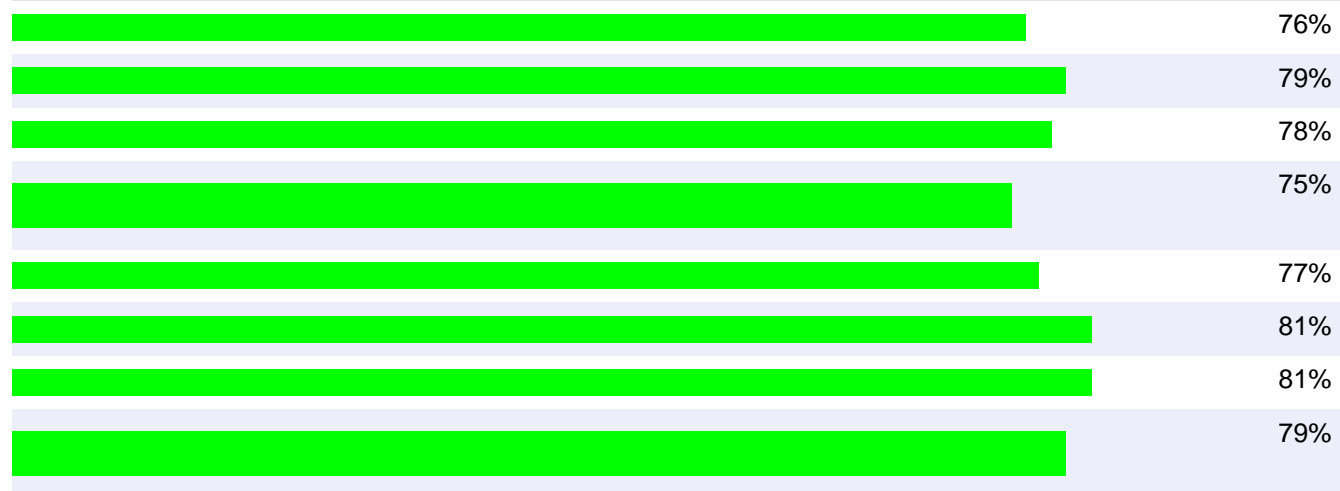
Percent of patients who reported that their nurses "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



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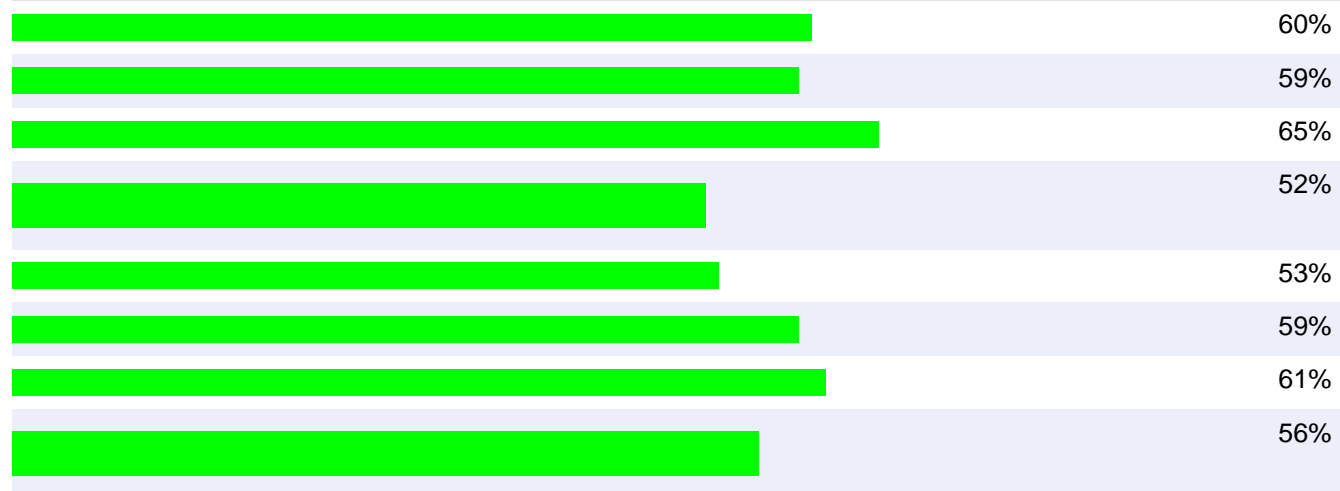
Percent of patients who reported that their pain was "Always" well controlled.



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Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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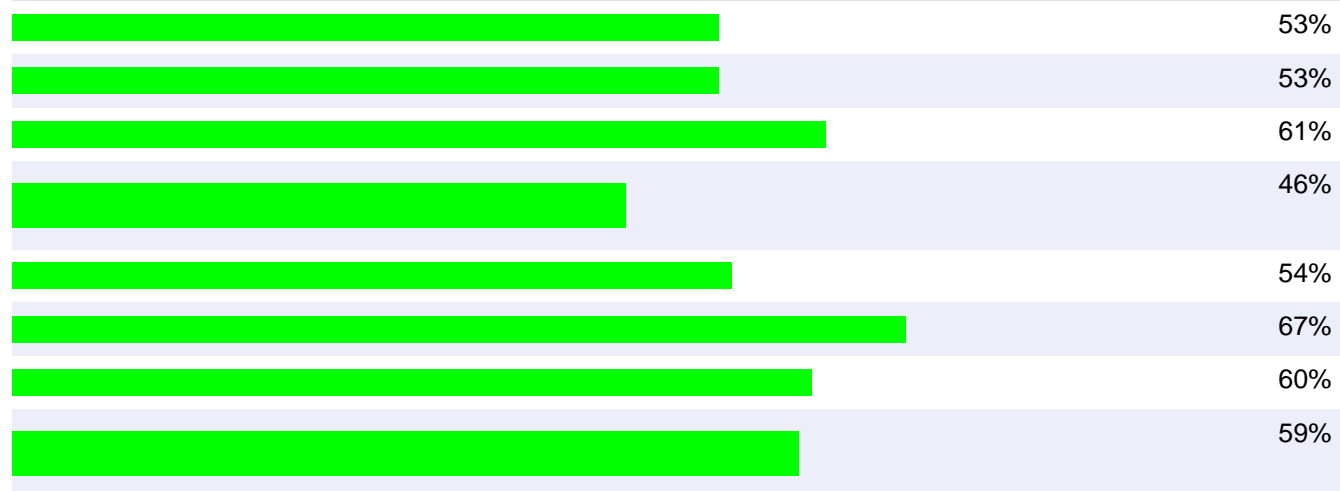
Percent of patients who reported that their room and bathroom were "Always" clean.



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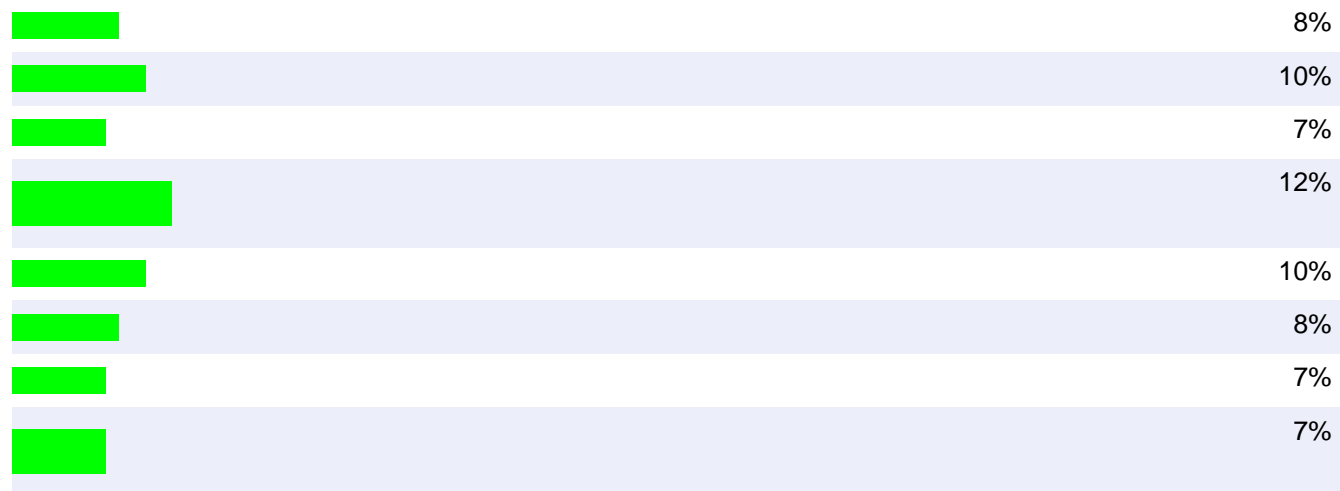
Percent of patients who reported that the area around their room was "Always" quiet at night.



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Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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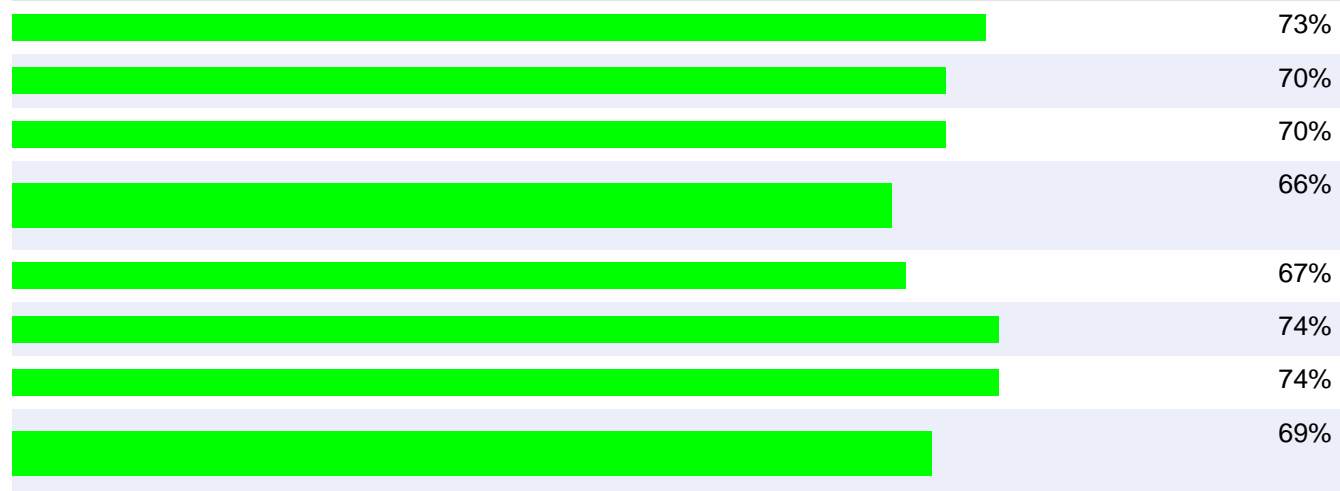
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



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Number of Completed Surveys

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

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